

TAP FAQ's

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Contact Us

The following tax accounts are available through Taxpayer Access Point:

Agency Liquor Store (LIQ)	Domestic Brewery License (DBR)	Misc Mines Net Proceeds (MMN)
Bad Debts (BDT)	Domestic Winery License (DWR)	Nursing Facility Utilization Fee (NFB)
Beer Tax (BET)	Electrical Energy Tax (EEL)	On-Premises License (ONP)
Bentonite (BEN)	Fiduciary-Estates and Trusts (FID)	Other Tobacco Products (OTP)
Brewery Storage Depot (BSD)	Foreign Brewery Import License (FBI)	Partnership (PTR)
Cement and Gypsum (CGT)	Foreign Winery Import License (FWI)	Public Service Regulation Fee (PSR)
Cigarette Tax (CIG)	Hard Cider (HCT)	Rental Vehicle Tax (RVT)
Coal Gross Proceeds (CGP)	Hospital Facility Utilization Fee (HUF)	Resource Indemnity Tax (RIT)
Coal Severance Tax (CST)	Individual Income Tax (IIT)	Retail Telecommunications Excise Tax (RTE)
Connoisseur License (CON)	Liquor Resort (RES)	Small Business Corp (SBC)
Consumer Counsel Fee (CCT)	Lodging Facility Sales & Use (LFT, LST)	Telephone Device for the Deaf (TDD)
Corporate License Tax (CLT)	Metal Mines Gross Proceeds (MMG)	Vendor Representative License (VRL)
Distilled Spirits Mfr License (DSM)	Metal Mines License Tax (MML)	911 Emergency Telephone Fee (911)

Getting Started/Login/Access

1. How do a sign up for account access?
 - a. Select the Sign up Now button
 - b. Complete each of the steps indicated by clicking on the blue links next to the step #'s
 - i. Select account type (or if you are a professional tax preparer, enter your SSN or FEIN)
 - ii. Provide specific information about your account, so we can verify that it is your account
 1. Individual Income Tax provide
 - a. Social Security Number
 - b. Last name that appeared on your most recently filed state return
 - c. Federal adjusted gross income from your most recent Montana Income Tax return (must have been filed within the last 4 years)
 2. Withholding Tax
 - a. Account ID
 - b. Zip Code
 - c. Last payment amount OR total wages paid from your most recently filed MW-3 OR FEIN
 3. All other tax types
 - a. Account ID
 - b. Zip Code
 - iii. Provide your profile information
 1. Name
 2. Phone Number
 3. Email Address
 4. Login ID
 5. Password
 6. Secret Question and Answer (in case you forget your password)
 - iv. Submit access request
 - v. Within 5-10 minutes, you will receive an email or text with your authorization code and you may now login to your account.
2. What should I do if I didn't receive my authorization code?
 - a. It may take 5-10 minutes to receive your authorization code.
 - b. Check your junk or spam folder. Your filter may be set too high to receive these messages.
 - c. [Contact Us](#) and we will unlock your account. Once you get into your account, verify the email address was typed correctly.
3. I forgot my password. How can I choose a new one?

1. At login screen select
"Forgot my Password"

2. Enter Username

3. Answer secret question and
enter new password.

Login

Username

Password

Authorization Code:

If you have received an authorization code please enter it above.
Authorization codes are sent out as an added security step for new
logons and forgotten passwords.

Reset Password

Username:

Reset Password - Reset

taptest21

What city were you born in?

Required

New Password:

Confirm Password:

Password Rules

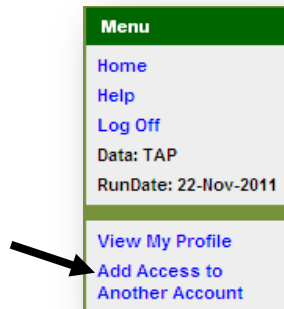
- Passwords can not be re-used
- Minimum 5 characters
- Passwords must contain both letters and numbers

An Authorization code will be sent to the email address associated with your account.
It will be required the first time you login with your new password.

4. An authorization code will be sent to the email address associated with your account. It will be required the first time you login with your new password.

4. Can I access my multiple tax accounts under one login?

- a. Yes. You will need to create your initial login to one account and then choose “Add Access to Another Account” on the left side of the screen. You will need to use this for each additional account that you wish to access under this login.



5. How can I give or cancel my tax preparer's access?

To view, approve, cancel or edit a tax preparer's access to your account

- a. Login to your TAP account.
- b. Go into “View My Profile” on the left side of the screen.
- c. Choose the “Manage Logins” tab and then the “Access to My Accounts” tab.

A screenshot of a web application showing a table titled 'Access to My Accounts'. The table has columns: 'Web Login', 'Name', 'Account Type', 'Id', 'Access Level', and 'Active'. There are two rows of data. The first row is for 'etest1' with 'Full Access'. The second row is for 'cpatest1' with 'Third Party'. In the 'Access Level' column of the second row, there is a link 'View and File'. Arrows point to the 'Manage Logins' and 'Access to My Accounts' tabs, and to the 'View and File' link.

Web Login	Name	Account Type	Id	Access Level	Active
etest1	E TEST INC	Withholding	5123868-002-WTH	Full Access	<input checked="" type="checkbox"/>
cpatest1	E TEST INC	Withholding	5123868-002-WTH	View and File	<input type="checkbox"/>

d. To modify a user's access, select the Access Level link.

e. Select the Access Level you wish to grant them.

- i. Full access – allows users to change the name and address, view and file returns, view and submit payments.
 - ii. View and File access – allows the users to view and file returns, view and submit payments.
 - iii. View only access – allows the user to view returns and payments that have been submitted.
- f. To **give** them access, click the Active check box and a check mark will appear.
- g. To **cancel** their access, click the Active check box and remove the check mark.

A screenshot of a dialog box titled 'Edit Access Level'. It shows the user 'cpatest1' with 'Withholding - 5123868-002-WTH'. The 'Access Level' is set to 'View and File' in a dropdown menu. There is an 'Active' checkbox which is currently unchecked. At the bottom, there are 'Save' and 'Cancel' buttons.

Navigation

6. How do I update email address, phone number, web name or secret question and answer?
 - a. Go into "View My Profile." Choose the blue link or tab that corresponds with what you want to accomplish.

The screenshot shows two parts of the user interface. On the left is a green navigation menu with the following items: Home, Help, Log Off, Data: TAP, RunDate: 22-Nov-2011, View My Profile (highlighted with a black arrow), Add Access to Another Account, and another Add Access to Another Account. On the right is the 'Profile' page. It has a green header with 'Profile' and 'I want to'. The profile information includes: Web Name: Tap Tester, Phone 1: (444) 444-4444, Phone 2: (444) 444-4444, Email: Tap @mt.gov, and Question: What city were you born in?. The 'I want to' section has links: Update Profile, Cancel My Online Access, and Change Password. Below the profile is a section for 'My Accounts' and 'Manage Logons'. Under 'My Accounts', there is a sub-section 'Account Payment Sources' and 'Advanced Payment Options'. A table titled 'Manage default payment information for each of your accounts' shows the following data:

Name	Account Type	Id	Payment Source
TAP TESTER	Individual Income Tax	4949456-002-IIT	VALLEY BANK OF HELENA - 3456

7. How do I get into my tax account?
 - a. Click on the blue ID number under My Accounts.

The screenshot shows the 'My Accounts' page. It has a green header with 'Accounts¹', 'Requests²', 'Web Messaging', and 'Letters'. Below the header is a section 'My Accounts¹'. Under this section is a table titled 'My Accounts' with the following data:

Id	Account Type	Name	Frequency	Address	Balance
4949456-002-IIT	Individual	TAP TESTER	Ind Annual	PO BOX 32 HELENA MT 59624-0032	1,063.58

A black arrow points to the ID number '4949456-002-IIT' in the first row of the table.

8. Can I add or edit my name and address with the Department of Revenue?
 - a. Yes. Once you go into your tax account on the top left of the account screen, choose Add or Edit next to the item you want to change.

The screenshot shows the 'Names and Addresses' page. It has a green header with 'Names and Addresses'. Below the header are three rows of information, each with an 'Edit' or 'Add' link:

Legal Name	Edit	TAP TESTER
Location Address	Edit	PO BOX 32 HELENA MT 59624-0032
Mailing Address	Add	

A black arrow points to the 'Edit' link next to the 'Legal Name' field.

9. How do I view or cancel requests such as returns or payments that I submitted on TAP?

To view requests submitted in TAP, select the "Requests" tab.

From there, you can view the "Waiting to be Processed" and the processed request can be located under the "Search" tab.

Accounts ¹ Requests ³ Web Messaging Letters								
Waiting to be Processed ³ Search								
Requests from 18-Nov-2011								
Submitted	Processed	Account	Id	Period	Title	Change Date	Confirmation Number	Defaults Filter
17-Jan-2012		Withholding	5123868-002-WTH	31-Mar-2011	Rtn Pym WTH for \$89.00		Pending...	1-193-218-048
17-Jan-2012		Withholding	5123868-002-WTH	31-Jul-2011	Rtn Pym WTH for \$60.00		Pending...	1-117-196-288
17-Jan-2012		Withholding	5123868-002-WTH		Address Change		Processing...	1-474-170-880
17-Jan-2012	17-Jan-2012				New Registration for 5123868002WTH		Completed	0-618-205-184

- To view a request, select the blue link of the transaction you want to view or cancel.
- Select Withdraw to cancel the request.

[Give us your feedback](#)

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[Log Off](#)
[Withdraw](#)

International Bank Account ☐

Bank Account Type Checking

Routing Number 092901683 FIRST INTERSTATE BANK

Account Number Account Number Confirm

☒ Save this Bank Information

PAY TO THE ORDER OF Department of Revenue

Payment Date 17-Jan-2012

60.00

FOR:

E TEST INC
Withholding 5123868-002-WTH
Submit payment for 31-Jul-2011

Returns

10. How do I file a return?

- Under the Periods tab, select the [File Now](#) or [List of Returns to File or View](#) link next to the period you wish to file.

Periods Requests ¹ Web Messaging Letters								
Attention Needed ² All Periods								
Periods from 17-Jan-2010								
Period	Return Status		Tax	Penalty	Interest	Credits	Balance	Messages
31-Jan-2012			Pay 0.00	0.00	0.00	0.00	0.00	
31-Dec-2011	File Now		Pay 0.00	0.00	0.00	0.00	0.00	File Return
30-Nov-2011			Pay 0.00	0.00	0.00	0.00	0.00	

11. Where do I find previously filed returns?

- Select the Search tab under Periods; then select the “List of Returns to File or View.” Some account types will state “View Return.”

Periods Requests ² Web Messaging Letters								
Attention Needed ¹ Search								
Periods from 22-Nov-2009								Change Date Defaults
Period	Return Status		Tax	Penalty	Interest	Credits	Balance	Messages
31-Dec-2011		Pay	0.00	0.00	0.00	0.00	0.00	
31-Dec-2010	Overdue	List of Returns to File or View	Pay	0.00	0.00	0.00	0.00	
31-Dec-2009	Late-Processed	List of Returns to File or View	Pay	815.00	147.80	100.78	0.00	1,063.58 Make a Payment

12. What if the year I need to file is not listed?

- Select the Search tab under Periods – this will give a list of all the periods you may view or file.
- If you still don’t see the Period you need, please [Contact Us](#).

Periods Requests ² Web Messaging Letters								
Attention Needed ¹ Search								
Periods from 22-Nov-2009								Change Date Defaults
Period	Return Status		Tax	Penalty	Interest	Credits	Balance	Messages
31-Dec-2011		Pay	0.00	0.00	0.00	0.00	0.00	
31-Dec-2010	Overdue	List of Returns to File or View	Pay	0.00	0.00	0.00	0.00	
31-Dec-2009	Late-Processed	List of Returns to File or View	Pay	815.00	147.80	100.78	0.00	1,063.58 Make a Payment

13. How do I amend a previously filed return?

- Go into the View Return for the period you want to amend, and if this type of return can be electronically amended, select Amend on the left hand side of the screen. Make the necessary changes and then submit the return.

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[Home](#)
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[Log Off](#)
Data: TAP
RunDate: 22-Nov-2011
[Amend](#)
[Print](#)

☒ TAP - Consolidated

Rental Vehicle Sales Tax Consolidated Return
[To view line item instructions for this return, click here](#)

Fill out your consolidated Rental Vehicle return by clicking the link below to complete return information for each of the multiple locations.
[\(Click here to enter additional locations\)](#)

5. Has your address changed?
Enter the new address here:
6. If you are no longer in business and would like your account cancelled, select "Yes".
Enter your final date of operations here:
7. Gross sales from vehicle rentals for the quarter
8. Previously written off vehicle rental

- The returns that can be amended on TAP are:

Beer Tax (BET)	Nursing Facility Utilization Fee (NFB)	Telephone Device for the Deaf (TDD)
Consumer Counsel Fee (CCT)	Other Tobacco Products (OTP)	Wholesale Energy Trans Tax (WET)
Hard Cider (HCT)	Public Service Regulation Fee (PSR)	Wine Tax (WIT)

Hospital Facility Utilization Fee (HUF)	Rental Vehicle Tax (RVT)	911 Emergency Telephone Fee (911)
Lodging Facility Sales & Use Tax (LFT/LST)	Retail Telecom Excise Tax (RTE)	

14. How do I print my return?

- Before submitting your return, you can print and review the return by selecting the Save and Finish button to the left. Then, fill in your email address so that you can get a retrieval code. Once your confirmation message is displayed, you can select the Print button.
- After submitting your return, when you see a confirmation page, select the Print button to print a copy of your return for your records.
- When logging back in to a TAP account, you will see a list of returns to view or file. Select the return you wish to view; then click on the print option to the left.

Payments

15. How do I make a payment?

- Select one of the links “Make a Payment,” “Pay Account Balance” or the “Pay” link next to the period.

The screenshot shows the TAP system interface. On the left is a 'Menu' sidebar with links: Home, Back, Help, Log Off, Data: TAP, RunDate: 22-Nov-2011, Pay Account Balance, Make a Payment, File a Return, and Detail. An arrow points to 'Pay Account Balance'. On the right is a table titled 'Periods from 22-Nov-2009' with columns 'Period' and 'Return Status'. The table has three rows: '31-Dec-2011' with status 'Overdue' and a 'Pay' link; '31-Dec-2010' with status 'Late-Processed' and a 'Pay' link; and '31-Dec-2009' with status 'Late-Processed' and a 'Pay' link. An arrow points to the 'Pay' link in the first row.


Period	Return Status	
31-Dec-2011	Overdue	Pay
31-Dec-2010	Late-Processed	Pay
31-Dec-2009	Late-Processed	Pay

- If using the Make a Payment or Pay link, you will be prompted to choose the payment type: Return, Amended, Estimated, Extension, Renewal (whichever is applicable to your tax account).
- Select the payment source:

Pay by E-Check	Pay by Card
----------------	-------------

E-Check payment (free)

Enter the following information: bank account type, routing number, account number, the date you want the payment withdrawn from your bank account, and the amount you want to pay.

International Bank Account 

Bank Account Type

Routing Number

Account Number Account Number Confirm

PAY TO THE ORDER OF Department of Revenue Payment Date **22-Nov-2011**

1,063.58

FOR:

TAP TESTER

Individual Income Tax 4949456-002-IIT

Submit payment for 31-Dec-2009

Card payment (small process fee)

- a. Enter Payment Amount you want to pay & submit.

Menu

Home
Back
Help
Log Off
Data: TAP
RunDate: 22-Nov-2011

Submit

Cancel

☒ Main ☒ TAP

Credit Card Payment Request

Please enter the amount you wish to pay by credit card below to proceed.

Payment Amount **70.00**


Credit/Debit Card Processing Fee **3.80**

*The Department of Revenue can only accept credit card payments with amounts up to \$48,000. If you would like to make a payment in excess of this amount you may cancel out of this request and pay by E-check through TAP. If you would like assistance please contact us at (866) 859-2254 (toll free) or (406) 444-8900 (in Helena, MT) or visit <http://revenue.mt.gov>

- b. You will then be prompted to enter your name, address, telephone number and debit/credit card information.

16. Can I submit payments to process on a future date?

- d. Yes, but this option is only available for e-checks. When you are in the payment screen, enter the date you want the payment to withdraw from your account.

International Bank Account 

Bank Account Type

Routing Number

Account Number Account Number Confirm

PAY TO THE ORDER OF Department of Revenue

Payment Date **22-Nov-2011**

1,063.58

FOR:

TAP TESTER

Individual Income Tax 4949456-002-IIT

Submit payment for 31-Dec-2009

Note: the payment will not reflect on your tax account balance until it is processed.

17. Can I store my banking information for future use?

Menu

[Home](#)

[Help](#)

[Log Off](#)

Data: TAP

RunDate: 22-Nov-2011

[View My Profile](#)

[Add Access to Another Account](#)

To add a payment source for all tax accounts listed under your login, use the “Account Payment Source” tab.
To add a payment source for a specific tax account under your login, use the “Advanced Payment Options” tab.

a. Select Setup.

My Accounts Manage Logons			
Account Payment Sources Advanced Payment Options			
Manage default payment information for each of your accounts			
Name	Account Type	Id	Payment Source
TAP TESTER	Individual Income Tax	4949456-002-IIT	Setup

b. Enter banking information.

Payment Source

Bank Account Type

Source Name

International Bank Account ☐

PAY TO THE ORDER OF Department of Revenue

FOR: TAP TESTER
: 4949456-002-IIT

Routing Number Account Number Confirm Account Number

To edit existing banking information, select the blue link under Payment Source.

<div>My AccountsManage Logons</div>			
Account Payment Sources		Advanced Payment Options	
Manage default payment information for each of your accounts			
Name	Account Type	Id	Payment Source
TAP TESTER	Individual Income Tax	4949456-002-IIT	FIRST INTERSTATE BANK - 5858

Select Change on the left hand side of the screen and edit the necessary information.

Menu

[Home](#)

[Back](#)

[Help](#)

[Log Off](#)

Data: TAP

RunDate: 22-Nov-2011

[Change](#)

[Delete](#)

Payment Source

Bank Account Type

Source Name

PAY TO THE ORDER OF Department of Revenue

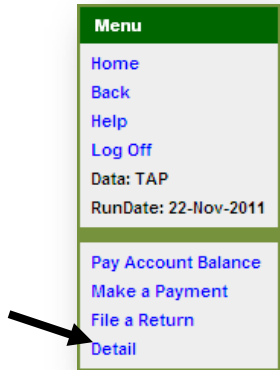
FIRST INTERSTATE BANK

FOR: TAP TESTER
: 4949456-002-IIT

Routing Number Account Number

18. How do I view my payment history?

e. Select Detail.



Problem Solving/Technical Issues

19. What are the operating system and browser requirements?

Operating system: There are no requirements. All systems should work as long as they can run a browser

Browser requirements:

Internet Explorer 7+
Firefox 3+
Opera 10+ (and possibly lower versions)
Safari 5+ (and possibly lower versions)
Chrome
iOS 3+
Android 2.1+

20. I cannot print. What do I do?

- a. You will need Adobe Reader to view and print your copy. If you do not already have Adobe Reader installed on your computer, you may download the software for free.
- b. The browser pop-up blocker must be turned off in order to view and print your electronic return copy.
 - i. To temporarily disable pop-up blockers, try holding the Ctrl key down while clicking on the link.
If that doesn't work, follow the instructions that pertain to your browser:

Internet Explorer: Menu Bar > Tools > Pop-Up Blocker > Turn Off Popup Blocker

Fire Fox: Menu bar >Tools > Options. Choose the Content tab and uncheck "block pop-up windows" and select ok.

Other internet browsers – use the help option.